



Role Outline

Job Title: Reminder Finders Volunteer for Reminder Finders Groups
Carer Support Volunteer for Carers Peer Support Groups
Carer Support Volunteer for Admin/light office duties

Department: Dementia & Carers

Place of Work: Reminder Finders Groups/ Carer Support Groups/ Admin at the Services Office at Meadowcroft

Hours of Work: Various

Responsible to: Lead for Carer Support

Purpose of Role:

Reminder Finders Volunteer - assist Clients who have mild/moderate memory problems whilst attending groups. To promote an inclusive friendly group and follow the principles for MCST. Assist Staff with keeping the areas clean and tidy, assist with refreshments for the clients.

Carer Support Volunteer - assist Staff and Carers attending Peer Support groups in a non-judgemental friendly manner. Welcoming Carers to the group and escorting them around the building and assisting with refreshments and helping keep areas clean and tidy.

Carer Support Volunteer - Services Office in Meadowcroft – light admin duties and phone calls regarding appointment reminders or planned Carer Support events or Reminder Finders events.

Main Tasks and Responsibilities

- To understand the principles of MCST for people with mild/moderate memory problems.

Review July 2024

- Reminder Finders Volunteers - To attend a meeting at a Reminder Finders Group and agree a list of suitable duties and understand your role at the group. Carer Support Volunteers attend a meeting at the Services Office in Meadowcroft and agree a list of duties and understand your role.
- To provide a reliable service and agree on venue, day and times in advance to attend. Reminder Finders groups e.g. attend all 12 sessions of a Reminder Finders course when possible. Carer Support Volunteer to attend groups on a regular basis.
- Volunteer Admin to attend day and hours agreed e.g. weekly when possible
- To build a trusting relationship with the Clients/Carers attending the Reminder Finders Groups and the Carer Support Groups
- To provide a listening ear to the Clients/Carers and promote the principles of MCST at the Reminder Finders groups.
- To support Clients/Carers so that they can access social activities and therefore reduce their isolation
- To inform staff of information regarding Clients/Carers to keep records up to date e.g. Any concerns, change of circumstances, appointments, holidays, travel arrangements to the group.
- To complete and return all necessary paperwork e.g. expense sheets on a monthly basis
- To have good communication with the Reminder Finders and Carer Support Staff facilitating the groups.
- To work within the boundaries set at the beginning of the volunteering role.
- To report any changes to the Clients/Carers health
- Work in a helpful, caring and confidential manner
- Be self motivated and sensitive to the needs and wishes of the Clients/Carers
- Work within Age UK Wirral's Health and Safety guidelines
- To undertake appropriate training as required
- To adhere to the policies and practices of Age UK Wirral
- Ensure that your work and attitude always reflects the aims and objectives of Age UK Wirral

Requirements

Essential	Desirable
<ul style="list-style-type: none"> • Understanding of confidentiality • Ability to dedicate a regular day and time. • Respect and understanding 	<ul style="list-style-type: none"> • Access to own transport or ability to travel on public transport • Previous experience of working/volunteering with

<p>for Clients/Carers</p> <ul style="list-style-type: none"> • Honest and trustworthy • Good communication skills • An Interest in the Reminder Finders themes • Use of own car or willingness to use public transport • Patience and sensitivity • Ability to deal with emergencies • Sense of humour • Understanding of how to refer into other Age UK Wirral service or departments 	<p>people with memory problems/Awaiting a Dementia Diagnosis or a Diagnosis of Dementia.</p> <ul style="list-style-type: none"> • Previous/Present experience of being a Carer. • Admin experience
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DBS Check Required

Training Given

A training programme will be given to new volunteers before they begin. Subsequent training will be delivered at regular intervals.